

the Bulletin

of THE NORTH CAROLINA HOME INSPECTOR LICENSURE BOARD



Summer 2002

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UPCOMING EVENTS

- JULY 12**
Exam Registration Deadline
- JULY 19**
Public Hearing
- JULY 19**
Board Meeting
- AUGUST 8**
State Exam
- AUGUST 30**
Application Deadline
- SEPTEMBER 6**
Board Meeting
- SEPTEMBER 13**
Exam Registration Deadline
- OCTOBER 10**
State Exam

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Chairman's Message

In the next several weeks, the Licensure Board will be making important decisions which will impact the way licensed home inspectors conduct inspections. Several Rules changes which involve the Standards of Practice will be the subject of a Public Hearing scheduled for July 19, 2002, 8:30 AM at the Department of Insurance offices, 410 North Boylan Ave., Raleigh. See Roger Pierce's article in this issue of the **Bulletin** for details on the proposed Rules changes. Your input is essential. You are welcome to attend the Hearing and address the changes, or send your comments to the Board's address above or email Jennifer Hollyfield at jhollyfi@ncdoi.net.

In another Board initiative, a Task Force has been formed to develop Home Inspection Protocols which are intended to provide

more specific guidance as to how inspections conducted in conformance with the Standards of Practice are actually carried out in the field. See Gerald Canipe's article below for more information on this action.

In the North Carolina summer most of us are busy with home inspections, and it may seem difficult to take time out for other activities. Remember that decisions made by the Board may affect your business for years to come, so it is vitally important that you participate in the decision making process. I look forward to hearing from you, and to seeing some of you at the Public Hearing.

Stephen C. Smallman

Steve Smallman, Chairman

Ethics, Standards of Practice (SOP), and Protocols?

by Gerald W. Canipe, Board Member

As a home inspector, you were required to meet certain qualifications and pass an examination to become a licensed home inspector. As such, you should be proud of your accomplishments and the fact that your profession is regulated and that you are recognized as having met all the requirements. Just as real estate agents, general contractors, lawyers, doctors, architects, and others, you too have been recognized as a professional in a similar manner. Your license hanging in your office (I hope your license is in a quality frame) represents you too have been credentialed. However, your license does not represent the end, but the beginning of your profession. Continually refreshing yourself with the ethics, standards of practice, industry developments, minutes of board meetings, continuing education, etc., are just some of the things you must do to stay on top of your profession. As a professional you must continually strive to be current and knowledgeable of all the things that affect your profession. Allowing oneself to become complacent because they have passed the exam invites trouble.

The NC General Assembly's enactment of NCGS Chapter 143, Article 9f is the founda-

tion for all rules and standards governing home inspectors in NC. The article "safeguards the public health, safety, and welfare and protects the public from being harmed by unqualified persons by regulating the use of the title 'Licensed Home Inspector' and by providing for the licensure and regulation of those who perform home inspections . . ." This chapter also details the powers and responsibilities of the Board. Paraphrased, it states . . . *The Board has the power to do all of the following: determine the qualifications and fitness of applicants, adopt and publish a code of ethics and standard of practice, issue, renew, deny, revoke, and suspend licenses under this Article, etc.*

To comply with the NC General Statutes to "protect the public" the Board adopted the Code of Ethics and the SOP. The Code of Ethics establishes the professional parameters by which we conduct our business. Important? You bet! It represents to the public at large and to ourselves that we have certain professional obligations "licensed home inspectors" must adhere to. Accordingly, the Code of Ethics parallels other licensed professional occupations and raises the standards by which we operate.

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ADDRESS CHANGES

If your address changes, you must notify the board, as this is the only way we have of contacting you.

PLEASE CHECK YOUR LABEL

The Home Inspector Board reminds you what your continuing education hours are for the current year. (Look at the top line of your label directly to the right.) You will have your elective hours and your update course hours. Please check your label each time you receive your quarterly Newsletter to be sure that you are in agreement with the Board's records.

Rules Changes—July 2002

by Roger R. Pierce, Board Member

The North Carolina Home Inspector Licensure Board (NCHILB) from the first meeting that it held has always strived to be proactive and forward thinking. It, the NCHILB, was charge by the legislature to "PROTECT THE PUBLIC." While performing this task, the Board has always considered the Home Inspector to be part of that mandate. Therefore rules and a Code of Ethics have been developed to fulfill that mandate even to protecting the Home Inspector from him or herself at times. The rules are under constant review and scrutiny as a result of investigations, questions and requests for clarification from many sources. The result is CHANGE.

The home inspection industry is still in its youthfulness both in this state and nationally. There are two associations in this state, which together represent less than half of the licensed home inspectors. The overall attendance at their meetings and the active participation of the members probably represents thirty percent of the licensed inspectors or less and there lies a major problem for The Board.

The participation from licensed, active inspectors over the past year and a half has been disappointing. A small few have actively participated with the Board Task Forces, but the work has continued. It began with Mr. Woodmansee, who did a remarkable job, and is continuing under current leadership.

There will be a final hearing in July for the changes currently before the legislative rules committee. That committee may request or require that changes be made to the substance or wording. The changes The Board has forwarded are as follows:

Add the following new Definitions:

Readily accessible: Easily approached or entered for visual inspection without the use of special equipment or tools.

Readily visible: Easily seen by using sufficient natural or artificial light without the use of special equipment or tools.

Cosmetic: Superficial; decorative rather than functional.

Changes to specific sections:

11 NCAC 08 .1103 PURPOSE AND SCOPE

(D) State whether the condition reported requires correction, repair, monitoring, or further evaluation of the reported deficiency; and

11 NCAC 08 .1105 GENERAL EXCLUSIONS

(b) Home inspectors are not required to:

(3) Enter any area or perform any procedure that may damage the property or its components or be dangerous to or adversely effect the health of the home inspector or other persons;

(6) Move personal items, panels, furniture, equipment, plant life, soil, snow, ice, or debris that obstructs access or visibility;

(13) Disturb insulation, except as required in rule .1114 of this Section.

11 NCAC 08 .1110 ELECTRICAL

(b) The home inspector shall describe:

(5) Wiring methods.

11 NCAC 08 .1112 AIR CONDITIONING

(a) The home inspector shall observe:

(1) Central air conditioning and permanently installed cooling systems including:

(e) The home inspector is not required to:

(2) Observe window air conditioners; or

11 NCAC 08 .1113 INTERIORS

(a) The home inspector shall observe:

(3) Counters and a representative number of installed cabinets; and

11 NCAC 08 .1114 INSULATION AND VENTILATION

(d) Home inspectors shall:

(1) Move insulation where readily visible evidence indicates the need to do so; and

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2002 NCHILB Pre-Approved Continuing Education Courses

JULY 2002

HIL-173	Mandatory Update Course	Gregory Engineers	Burlington, NC	(336) 449-5373	7/19-20	2	Call
HIL-174	Moisture Damage & Structural Defects in Residential Structures Part II	Gregory Engineers	Burlington, NC	(336) 449-5373	7/19-20	4	Call
HIL-175	Air Conditioning & Heating Systems	Gregory Engineers	Burlington, NC	(336) 449-5373	7/19-20	4	Call
HIL-176	Home Inspectors Guide to Concrete	Gregory Engineers	Burlington, NC	(336) 449-5373	7/19-20	2	Call
HIL-171	Pre-Licensing Certification Training	American Inspectors Society	Atlanta, GA	(770) 416-9877	7/21	40	\$1,499.00
HIL-83	Continuing Education	Dennis Sommers	CPCC Construction Institute	(704) 330-4408	7/22-25	12	Call
HIL-171	Pre-Licensing Certification Training	American Inspectors Society	Atlanta, GA	(770) 416-9877	7/26	40	\$1,499.00
HIL-173	Mandatory Update Course	Gregory Engineers	Charlotte, NC	(336) 449-5373	7/26-27	2	Call
HIL-174	Moisture Damage & Structural Defects in Residential Structures Part II	Gregory Engineers	Charlotte, NC	(336) 449-5373	7/26-27	4	Call
HIL-175	Air Conditioning & Heating Systems	Gregory Engineers	Charlotte, NC	(336) 449-5373	7/26-27	4	Call
HIL-176	Home Inspectors Guide to Concrete	Gregory Engineers	Charlotte, NC	(336) 449-5373	7/26-27	2	Call
HIL-165	Residential Inspections Illustrated	Carolina Inspection Training	Mooresville, NC	(704) 263-1117	7/27	12	\$175.00

AUG. 2002

HIL-30	Home Inspector Exam Training	Tim Holloman	Wilson, NC		8/3	7.5	\$125.00
HIL-165	Residential Inspections Illustrated	Carolina Inspection Training	Charlotte, NC	(704) 263-1117	8/10	12	\$175.00
HIL-208	Inspecting Chimneys, Fireplaces, and Wood Burning Stoves	Robert A. Priesing	Raleigh, NC	(919) 419-8819	8/15-17	4	Call
HIL-119	Continuing Education	NCLHI Association					
HIL-171	Pre-Licensing Certification Training	John D. Elliott	Greenville, NC	(252) 940-1575	8/19	12	\$125.00
HIL-173	Mandatory Update Course	American Inspectors Society	Atlanta, GA	(770) 416-9877	8/23	40	\$1,499.00
HIL-174	Moisture Damage & Structural Defects in Residential Structures Part II	Gregory Engineers	Burlington, NC	(336) 449-5373	8/23-24	2	Call
HIL-175	Air Conditioning & Heating Systems	Gregory Engineers	Burlington, NC	(336) 449-5373	8/23-24	4	Call
HIL-176	Home Inspectors Guide to Concrete	Gregory Engineers	Burlington, NC	(336) 449-5373	8/23-24	2	Call
C-4-98	Hands On Field Training	Education Seminars, Inc.	Cary, NC	1-800-887-1515	8/23-24	16	\$350.00
HIL-120	Home Inspector Renewal Training	Dick Pontello					
		Tim Holloman	Campbell University	(919) 333-5933	8/24	12	\$200.00

SEPT. 2002

HIL-173	Mandatory Update Course	Gregory Engineers	Burlington, NC	(336) 449-5373	9/6-7	2	Call
HIL-174	Moisture Damage & Structural Defects in Residential Structures Part II	Gregory Engineers	Burlington, NC	(336) 449-5373	9/6-7	4	Call
HIL-175	Air Conditioning & Heating Systems	Gregory Engineers	Burlington, NC	(336) 449-5373	9/6-7	4	Call
HIL-176	Home Inspectors Guide to Concrete	Gregory Engineers	Burlington, NC	(336) 449-5373	9/6-7	2	Call
HIL-202	Mold Identifying	Educational Seminars, Inc.	Wilmington, NC	1-800-887-1515	9/7	8	Call
HIL-187	Commercial Building Inspections	Dick Pontello					
		Educational Seminars, Inc.	Wilmington, NC	1-800-887-1515	9/8	8	Call
HIL-130	Basic Oil Heat Service Class	Dick Pontello					
		NC Petroleum Marketers	Raleigh, NC	(919) 782-4411	9/9, or 9/12	8	\$35.00
C-10-2-98	Pass The Exam	Assoc. Training Bldg.					
		Educational Seminars, Inc.	Greensboro, NC	1-800-887-1515	9/28-29	14	\$265.00
		Dick Pontello					

CONCURRENT

HIL-172	Home Inspector Education	Jimmy Hughes		(252) 413-0388	Home Study	12	\$150.00
HIL-190	Home Inspector Study Course	James L. Thomas	Carthage, NC	(919) 947-1123	Home Study	12	\$120.00
HIL-198	Section 203 (k) Program	Carolina Educational Seminars		(919) 975-0642	On-going	24	Call
HIL-204	How To Inspect One To Four Family Dwellings For Mold	George J. Gioiella		(919) 975-0642	On-going	8	Call
HIL-205	Site, Building Exterior and Building Interior	National Residential Environmental Assoc., Inc.					
		George J. Gioiella		(919) 975-0642	On-going	8	Call
HIL-206	Structural System, Electrical System and Plumbing System	Carolina Educational Seminars		(919) 975-0642	On-going	8	Call
HIL-207	HVAC, The Effects of Fire on Structural Systems	George J. Gioiella		(919) 975-0642	On-going	8	Call
		Carolina Education Seminars					
		George J. Gioiella					

Rules Changes—July 2002

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(2) Move insulation where chimneys penetrate roofs, where plumbing drain/waste pipes penetrate floors, adjacent to earth filled stoops or porches, and at exterior doors.

Please note the definitions for "Readily Accessible, Readily Visible and Cosmetic." You will also note that 1105 B3 13 has been rewritten concerning the moving of insulation. Section 1114 has been added. This is an attempt to clarify basic inspection skills that will provide a buyer with

greater protection and also "level the playing field" for the inspectors.

Your ACTIVE participation is invited. I urge you, become a participant in this industry who helps build it and make it better rather than one who has to be dragged along by "the scruff of the neck" and the implementation and enforcement of LAW to make you become what the public wants and needs. If we do not change and upgrade ourselves, the Legislature will do it for us. The choice is yours!!!

ASSOCIATION CONTACT INFORMATION

NC Association of ASHI Chapter
(American Society of Home Inspectors chapter)
CONTACT Steve Elder at
919-571-2511.

NC Licensed Home Inspector Association
CONTACT Gus Stasi at
919-419-8819.

the Bulletin

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ADDRESS SERVICE REQUESTED

1,200 copies of this public document were printed at a cost of \$0.60 per copy.

Ethics, Standards of Practice (SOP), and Protocols?

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The board also adopted the SOP. These standards represent what must be observed, described, what we are not required to observe, etc. The SOP should be your daily bible to conducting your business. The SOP standardizes our industry. This is important for the consumer as well as others involved in the real estate transaction process. Often we have heard the real estate industry professional cries for standardized reporting. I would argue that the SOP provides this. While all reports may not look the same, what we report must all be the same. Without a compromise to the buyer, the SOP provides the standardization the real estate profession has long sought. To fully comply with the "protect the public" desires of the general assembly, the only thing lacking now is for the real estate industry to accept inspections IAW the SOP fully, rather than writing within the Offer to Purchase exclusions and provisions that state otherwise. In perspective, just as our legislators passed the Home Inspector Licensure act requiring certain qualifications/testing of home inspectors, they also passed regulatory requirements for real estate professionals/transactions, etc. All of these were passed with the intent of protecting the public. It is now time for the real estate regulatory board to take it one step further to protect the public by recognizing the NCHILB SOP as the one and only lawful inspection

clause in the Offer to Purchase contracts. A full review and understanding of the NC General Statutes can provide no other conclusion. As the Offer to Purchase clause now reads, it is still buyer beware. It is time the real estate industry not shy away from full and complete disclosure/reporting to the buyer.

Accordingly, inspectors must know and understand the SOP fully. Review the SOP, line-by-line, compare with your report, and ensure you are in full compliance. Not only is a report or inspection that is not in compliance subject to disciplinary action by the board, but is woeful to the home inspection industry professionals as a whole. Let's make sure we have our act together; we have a responsibility in this too. As a relatively new board member, each time I review the SOP, it seems I gain more understanding and find something new I have not noticed before. I recommend each of you review it also.

Ok, so we have the General Statutes, Code of Ethics, and SOP, what else is needed? Protocols? Fellow board member Roger Pierce recently brought this subject up at the last board meeting and I think it merits more discussion. As defined by the American Heritage, protocol is defined as "a code of correct conduct, the plan for a course of medical treatment or scientific experiment. Merriam Webster defines as . . ." a detailed plan of a scientific or medical experiment, treatment or procedure. I would suggest the definition of protocol for the home inspection industry would be "a detailed plan of correct procedures for the

inspection of the various systems." For instance; the SOP states the inspector shall observe permanently installed heating equipment . . . how do you do this? You should have procedures that you follow when observing heating equipment. These same procedures should be followed each time. Do you first inspect and operate the thermostat, comparing actual room temperature with that indicated on thermostat, then the fan operation, followed by the system operation? If you are not following some type of protocols, how can you make a sound determination? I would suggest each of you is already using protocols you have established, they just may not be written. However, it may be time that as an industry, we should establish some standard protocols that cover "how we do what we do," and get them written down so we are all on the same sheet of music.

Protocols would provide standardization of the "how to" that would be recognized as valid inspection procedures. Protocols would have to be written for each type of system we may encounter, i.e., oil heating, gas heat, heat pumps, etc., and would be extensive and time consuming to develop. Should this be a vision of the board? Let us hear your comments. If you would be willing to write protocols for any of the systems encountered in a home inspection we need your help. These protocols may not necessarily be required but may be approved as recommendations. In the meantime, you should seriously be thinking about your own processes and ensure you are using good sound inspection techniques.